CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:					
Classification: HR BUSINESS ANALYST					
Salary Range: NR37 – Management Benefit Level C					
Position Description: HR Business/Benefits Analyst					
Incumbent:					
Location: Employee Services Department					
Location. Employee Services Department					

GENERAL PURPOSE:

Under the direction of the Benefits Manager, perform professional, technical, and administrative duties in the development, implementation and administration of Human Resources programs and activities. The incumbent applies written and analytical skills to gather and analyze information for self-funded and insured health and welfare programs, employee recognition programs, the Family Care Act (FCA) and Family and Medical Leave Act (FMLA) absences; conduct new hire orientations and exit interviews; balance and authorize payments for vendors; and provide internal counseling services to managers, supervisors, employees, and dependents. In addition, the incumbent oversees and performs a variety of specialized and technical duties in the configuration, operation, maintenance, testing and training of the City's Human Resources system.

Work is characterized by professional level analytical Human Resources duties associated with the research, development, implementation, and administration of policies, programs, and procedures in the area of benefits; employee relations; classification and compensation, organization, recruitment, testing, selection and retention of City employees; and training. Duties include, but are not limited to, troubleshooting, maintaining and enhancing the City's JDE Human Resources system as well as providing training and technical assistance to staff. Incumbent is regularly required to communicate with City officials, departments, and staff, outside agencies, and the general public regarding a variety of benefits and related Human Resources matters. Incumbent shall also be familiar with training City employees in the areas of employee benefit updates and new technology as it pertains to employee benefits programs. While actual duties will vary from time to time, the incumbent is responsible for performing work in all human resource areas as assigned. In addition, incumbent may assist in training of new department personnel.

Work is performed independently under limited supervision. Supervisor sets the overall objectives and resources available. Incumbent and supervisor work together to develop deadlines, projects, and work to be completed. Incumbent is frequently required to work in confidence and under pressure for deadlines. Incumbent is frequently involved in sensitive

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and emotional issues requiring a considerable amount of tact, diplomacy, and skill in gaining trust and confidence. Incumbent is responsible for the work, plans and carries out the assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives. Incumbent keeps supervisor informed of progress, potentially controversial matters, or far reaching implications. Work is reviewed in terms of feasibility, compatibility with other work, or effectiveness of results.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Analyze Human Resources business requirements and develop recommendations for how those business requirements can be met.

Configure human resources software to meet City requirements, such as establishing business rules within the system, establishing coding for fields, designing new forms and reports, designing workflow, designing and building menus, establishing processing options and documenting detailed security requirements.

Evaluate new automated system features and develop recommendations for their use.

Develop specifications for custom applications, develop and/or coordinate special reports; test functionality of applications, forms, processes, reports, etc.; test or coordinate testing of software upgrades and other updates.

Evaluate Human Resources and Employee Self Service (ESS) business processes for efficiency and effectiveness, recommend changes to processes based on best practices and/or inherent functionality of human resource software; recommend changes to policies and procedures.

Prepare/update custom documentation and training materials related to the automated Human Resources system.

Support all Employee Services staff in their use of the automated Human Resources system.

Provide ongoing citywide end-user training and support of the automated Human Resources system and Employee Self Service (ESS).

Coordinate and maintain the City's benefit programs, such as self-insured and insured health and wellness programs, life insurance, long-term disability, flexible spending accounts and pension programs.

Assist in the evaluation and administration of the City's self-insured and insured benefit programs; and act as liaison with third party administrators, City staff, and dependents to provide research and information as necessary.

Analyze, coordinate, and maintain general, medical, and on-the-job injury leaves of absences in compliance with the Family and Medical Leave Act (FMLA), Family Care Act (FCA), American with Disabilities Act (ADA), and/or state laws.

Work closely with the City Attorney's office on complex FMLA, FCA and ADA compliance issues; and prepare correspondence of a highly sensitive nature.

Coordinate with Risk Management FMLA leaves for employees absent for extended periods of time due to on-the-job injuries.

Provide internal consulting and counseling services to City staff, including department directors, managers, and supervisors, relating to personnel needs and issues; provide consulting and counseling with dependents in the area of benefits; and provide mediation and conflict resolution as needed.

Analyze, develop, implement, and maintain the City's automated benefit system and Benefit Web Page; and act as liaison with the Information Technology department for the benefit division's automation effort.

Coordinate the preparation and administration of the City's open enrollment process, and act as liaison to department timekeeper and administrative support staff.

Audit and enter New Hire forms and Personnel Change Request forms for employees on a semi-monthly basis, which includes I-9 audits and PERS 3 tracking.

Work with the Social Security Administration to verify the validity of social security numbers on an annual basis.

Provide assistance to employees on the Employee Self Service (ESS) process, which includes training, preparation, and processing of benefit forms. Prepare, process, and provide updates to the City's automated benefits system using the Employee Self Service purge, build, and update processes.

Coordinate, implement, and maintain the Citywide employee benefit programs, such as the Rewards and Recognition Programs, longevity, mentoring, employee newsletter, and management benefit program; and assist in the evaluation, research, and continual improvements to such programs as necessary.

Analyze, develop, and conduct new hire orientations and exit interviews for City staff.

Organize, coordinate, and/or conduct the preparation and distribution of verbal and written information to employees and dependents relating to benefit programs including, but not limited to, insurance plans, pension plans, employee recognition programs, paid time off, and special City sponsored activities.

Assist with payroll coordination of benefits processes and procedures; coordinating

and conducting timekeeper training; assessment and development of departmental goals and objectives; and the development and administration of the department's annual budget, including preparation, presentation, monitoring, and reconciling.

Ensure City and departmental compliance with benefit laws and regulatory agencies.

Provide guidance to less experienced professional staff on the methodologies, practices, and concepts related to the departments work and knowledge of past practices and precedents.

Coordinate and chair the Wellness Program and/or Commute Trip Reduction (CTR) program to assure compliance with W.A.C., and Kent Municipal Code; serve as staff liaison to provide technical support in research, analysis, and preparation of recommendations; assist with Health Care Committee to evaluate the City's health care and benefit programs.

Provide assistance in the development, implementation, administration, and review of personnel policies and procedures; and provide information to employees and outside agencies and jurisdictions regarding the implementation of personnel policies and procedures.

Communicate with and respond to a variety of inquiries and complaints from the public, other agencies, and City personnel.

Conduct research and analysis; and perform special projects as assigned.

Become familiar with, follow, and actively support the City and ES Department's mission, vision, values, and behavior statements.

PERIPHERAL DUTIES:

May act as the Benefits Manager in the Manager's absence as assigned.

Serve as member of various City committees and task forces as assigned.

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Municipal government policies, procedures, structure, and applicable federal, state and local laws, codes, regulations and ordinances
- Complex, automated HR systems
- Current literature, trends and developments in the field of human resources management
- Benefit programs, terminology, and practices

- Modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheet programs
- Wage and salary administration, surveys, and procedures
- Research and analytical methods and techniques
- Data processing applications for human resource procedures
- Principles, policies, and procedures of development, maintenance, and administration of citywide benefit programs
- Recruitment and selection procedures
- Job analysis, classification development and organizational theory
- Wage and salary administration, surveys and procedures
- Labor negotiations and contract administration procedures, practices, techniques and applicable laws
- Principles and practices of governmental budgeting, accounting, and purchasing including preparation, management, monitoring, transfers, and reporting
- Principles, policies and procedures of development and maintenance of Citywide personnel records
- Oral and written communication skills
- Correct usage of English grammar, spelling, punctuation, and vocabulary

SKILLED IN:

- Using research and analytical methods, practices and procedures to define and resolve issues
- Gathering, correlating, and analyzing facts to develop a recommended course of action
- Organizing and expressing ideas effectively through the use of oral and written communications
- Using interpersonal skills effectively in a tactful, patient and courteous manner
- Providing technical expertise and information to others regarding HR principles, practices and policies
- Resolving difficult and/or unusual problems
- Microsoft Word, Microsoft Excel, Microsoft Outlook and file and print sharing via a network

ABILITY TO:

- Communicate effectively both orally and in writing
- Evaluate user needs and translate into system requirements
- Provide training, technical expertise and assistance to other project team members and user departments
- Provide work direction to Employee Services implementation team members
- Learn computer software and adapt for user application quickly and effectively
- Develop and maintain clear and concise user documentation
- Establish and maintain effective working relationships with employees, supervisors, department directors, and the public
- Compose, proofread and edit system requirements, design documentation, test scripts, user documentation and step by step end-user training materials

- Read, analyze, interpret and explain government rules, regulations, codes, policies, technical journals, financial reports, legal documents, operating and procedure manuals, general business periodicals, professional journals, etc.
- Effectively communicate with, speak to and present information to and answer questions from users, department staff, managers, officials, vendors and consultants
- Work independently and make decisions under broad guidelines
- Work effectively on multiple projects or activities concurrently
- Plan and organize to meet schedules and timelines
- Perform effectively as a team member
- Maintain confidentiality
- Respond to common inquiries or complaints from managers, supervisors, employees, attorneys, regulatory agencies, or the public
- Add, subtract, multiply, divide; compute fractions, ratios, percentages, proportions; draw and interpret graphs and charts; and apply these concepts to practical situations
- Define problems, collect data, establish facts, and draw valid conclusions; apply common sense understanding to solve practical problems and deal with a variety of abstract and concrete variables in situations with limited standardization

EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in Public or Business Administration, Human Resources,

or a related field; and

Experience: Two (2) years of responsible personnel experience at a professional level

affording a familiarity with personnel classification, compensation, recruitment, promotion, testing, evaluation, labor relations, benefits

administration, policy and procedures.

Or: In place of the above requirement, the incumbent may possess any

combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties

and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Experience with the JD Edwards HR/Payroll software
- Experience with Optio software is desirable

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, telephone, cellular phone, pager, fax machine, copy machine, calculator, projector. May also be required to operate computer operations equipment.

PHYSICAL DEMANDS:

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The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; and talk and hear. The employee frequently is required to type on keyboard for extended periods of time. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 40 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in a typical Information Technology environment, which includes an office, a technical workstation, a computer room with a controlled environment, as well as working with users on site. While performing the duties of this job, the employee may be exposed to individuals who are irate or hostile; may occasionally work in high, precarious places while stepping on ladders or stepping stools; and is occasionally required to work in a cold, controlled environment in the computer room. The noise level in the work environment is usually moderate in the office and loud in the field or the computer room.

SIGNATU	JRES:				
Incumbent	t's Signature	Date	Supervisor's Signature	Date	
Approval:					
Departmer	nt Director/Designee	Date	Employee Services Director/De	signee Date	
** Note:		al; when this po	wed and updated annually at the time of the employee's this position becomes vacant; or, if the duties of this position		

Revised: 11/29/07